

<p style="text-align: center;"><b>CITY OF BEAVERTON</b> <b>Senior Police Support Specialist</b></p>
---

### **General Summary**

Provide leadership and direction to the Police Records Division and Support Specialists. Implement program objectives, assist Police Records Manager and Police Records Supervisor with staff management and program planning. Perform duties of a Police Support Specialist.

### **Key Distinguishing Duties**

Overall responsibility to assign, schedule and review staff work, develop work plans, timelines and resource allocation.

### **Essential Functions**

*Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.*

1. Serve as a member of the Police Records leadership team. Uphold the department's community oriented policing philosophy. Evaluate performance and program effectiveness and recommend action for improvement as necessary. Prepare reports.
2. Assign, schedule and review staff work. Assist with staff schedules to insure adequate coverage. Provide training, coaching and technical assistance to employees and provide input into performance evaluations. Participate in the selection process.
3. Assist in the preparation and monitoring of the section budget.
4. Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met.
5. Perform duties of the Police Support Specialist including but not limited to the following:
  - Utilize resources to fulfill internal/external requests for a wide variety of information. Serve as after hours contact for other city departments.
  - Perform tasks that are time and accuracy sensitive
  - Interpret local, state and national criminal/computer records. Provide a variety of information regarding addresses, case details, warrants, license plate registrations, stolen property, driving records, criminal history, etc. Update and verify information entered into local, state and national computer systems.
  - Confirm and process internal/external warrants, vehicles, missing persons, guns, and articles. Provide recovery or warrant information to other agencies.

- Maintain, process and distribute reports and documents for investigative activities. Initiate completion of standard form letters. Code, file, copy and scan records and reports.
  - Receive, screen and route visitors, mail and incoming calls.
  - Monitor officers and prisoners to provide assistance as necessary. Monitor building and security system.
  - Coordinate and perform archive function.
6. Exhibit leadership to staff, work teams and fellow employees. Serve as a model for accomplishing City's vision and goals. Create an environment in which employees are focused on producing excellent quality results.
  7. Produce an acceptable quantity and quality of work that is completed within established timelines.
  8. Model and coach employees on excellence in internal and external customer service. Promote professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for the customer.
  9. Represent the Police Records section and/or City to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the City and its citizens in all matters.
  10. Notify off duty personnel of emergency situations.
  11. Provide employees with both basic and enhanced job training and safety instruction. Actively support safety and loss control measures. Ensure employees are held to departmental safety and loss control standards.
  12. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
  13. Participate in the City Emergency Management program including classes, training sessions and emergency events.
  14. Follow standards as outlined in the Employee Handbook.
  15. Actively promote and support diversity in the workplace through staffing, promotions, training and career development. Model respect for diversity in the workplace.

## **Other Functions**

1. Perform related duties of a similar scope and nature.

### **Knowledge Required**

- ◆ Working knowledge of practices and principles of police records management.
- ◆ Advanced knowledge of police records management terminology.
- ◆ Working knowledge of the laws and regulations governing police records management including the release of public records.
- ◆ Working knowledge of modern office administration.
- ◆ Basic knowledge of practices and principles of public/business administration practices and decision-making.
- ◆ Basic understanding of strategic planning methods with an emphasis on services related to police records management.
- ◆ Basic knowledge of public purchasing and contracting laws and regulations.
- ◆ Basic knowledge of modern office management
- ◆ Basic knowledge of human resources management practices.
- ◆ Working knowledge of basic arithmetic and mathematics principles.
- ◆ Advanced knowledge of English grammar, spelling and usage.

### **Skills/Abilities Required**

- ◆ Advanced ability to use LEDS and related software applications.
- ◆ Strong ability to interpret procedures, laws and ordinances related to police records management.
- ◆ Advanced ability to organize and evaluate a variety of information and take appropriate action.
- ◆ Advanced ability to use two-way radio, teletype and dictation equipment.
- ◆ Skill in conceptual analysis and policy/program development and implementation.
- ◆ Ability to develop budget input and cost estimations.
- ◆ Strong ability to productively lead and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- ◆ Strong ability to effectively lead a staff including training, coaching, scheduling and reviewing work.
- ◆ Strong ability to demonstrate leadership behavior to employees, contractors, public officials, other agencies, customers and the general public.
- ◆ Strong ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to apply and to coach employees on excellent internal and external customer service skills.
- ◆ Strong ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public. Ability to make presentations and develop reports that may include technical information.
- ◆ Advanced ability to use word processing, spreadsheet programs or other application software as required for position.
- ◆ Advanced ability to use general office equipment.

## **Minimum Qualifications Required for Entry**

High School diploma or GED and two years progressively responsible experience in police records management or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position. Applicants must pass a criminal background check.

## **Licensing/Special Requirements**

- ◆ Positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.
- ◆ Law Enforcement Data Systems (LEDS) certification.
- ◆ Notary public desirable.

## **Working Conditions Requirements**

Work in a 24 hour environment with varied shifts including weekends and holidays; regular focus on a computer screen for prolonged periods; daily precise control of fingers and hand movements; daily use of a keyboard and mouse or similar devices; daily use of police radio; frequent dealing with distraught or difficult individuals; frequent standing for prolonged periods of time; occasional lifting of objects weighing up to 25 pounds; occasional attendance at meetings or activities outside of normal working hours; occasional operation of a motor vehicle on public roads.

## **Classification History**

Classification created: 11/99

Revised: 1/00 to reflect BPA

Revised: 12/07

Revised: 1/1/09

Status: Beaverton Police Association

FLSA: Non-exempt

\_\_\_\_\_  
Department Head Signature

\_\_\_\_\_  
Human Resources Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date